Change Management Process in eWiSACWIS

Beth Wydeven
eWiSACWIS Program Manager
July 7, 2005

Vision for Change Management

➢ Identify and implement change management methods to improve communications and collaboration with the user community.

Avenues For County Input

- ➢ Six avenues for County input exist today
  - Executive Advisory Committee (EAC)
  - Program Advisory Workshop (PAW)
  - Technical Advisory Workshop (TAW)
  - On Site Support
  - Help Desk
  - Program Enhancement Plan (PEP)

Executive Advisory Committee (EAC)

- Composed of County Directors
- Mission:
  - create a partnership between state and counties
  - guide, inform and resolve challenges related to statewide implementation
- Focused on big implementation issues, not design
- Once statewide implementation completed, the original charter was completed
- DCFS would like to refocus this committee
  - asked WCHSA for ways to continue to involve county directors

Program Advisory Workshop (PAW)

➢ Made up of county social workers, "super users" and supervisors

➢ Used to:
- identify design issues to be addressed
- prioritize system changes
- demo new functionality
- discuss help desk issues.

Technical Advisory Workshop (TAW)

➢ Made up of county IT staff/ technical leads

➢ Used to:
- identify performance issues
- troubleshoot county network configuration issues
- make interface recommendations
- promote and discuss other technical changes

PAW / TAW

➢ Committees are now combined

➢ Meet quarterly

➢ Well attended

- Last meeting: 180 staff representing 47 counties

➢ County members often facilitate workshops

➢ eWiSACWIS team communicates all changes & issues w/ committee members

On Site Support

- ➤ eWiSACWIS program team continues to provide:
  - on site support
  - communication to counties
- ➤ Each program team member represents the input of their assigned counties
- ➤ Every incident (bug) and every enhancement request is documented in the eWiSACWIS incident database

Help Desk

➢ **I**ndividual users also report problems and/or enhancement requests to the Help Desk

  ● Done via telephone or email

➢ Enhancement requests entered into incident tracking

➢ A tracking number is then provided

  ● Can be used for tracking status of enhancement requests on the Knowledge Web

Microsoft Access - [Edit Incidents]

File Edit View Insert Format Records Tools Window Help

Type a question for help

Incident #:   8312   Type: Online   Severity: 5 - Enhancement
Topic: FM01   Problem Area: Maintain Service Types   Priority: 3 - As time permits
County: Source: Data
MDL: N/A   ELOE: 0   Reported in Rels: 2.0   Phase: Production
Added to MDL: Next MDL   Interim Release
New Cnty Template/Auto. Msg/Tickler   Int Rel Date:

| Show All | ID Num | MDL | In Prog | Open | QA | Reported | RMS | PT Rvw | PT MDL | Web | Search |

Description | Steps to Recreate | Attachments

When Maintaining Service Types it would be very helpful if one
could move from service type to service type by choosing the service
type they wanted to maintain at the top of the page via a drop down
list. We would most likely need to bring forward the service category
field as well. Currently, when a user makes an edit and saves the
page takes the user all the way out of the page. Then to go back
and maintain another service type one has to choose Maintain >
Service Types > Maintain.

The same request would apply for the View options.

RMS #:   P99999999
Date Reported: 6/28/2005
Reported By: Chris Partridge
Web Upd Due:

eWiSACWIS Status/Assignments

Status: Open
Closed Date:
Fixed in Build:
Fixed in Rels:
Assigned To: Unassigned
Sys Tester:
QA Tester:

Comments | Resolution | Release Notes | Program Rvw | Doc Updates

Notify QA   Save

Record: 14 ◄ 7978 ► ►I ►* of 7978

Form View   NUM

Program Enhancement Plan (PEP)

- DCFS established four PEP Committees in 2005
- Committees include county directors, child welfare supervisors & workers, and others
- Workgroups address policy and procedure issues that can have system impacts
- Different workgroups will be formed over time based on when issues must be addressed
- System suggestions from workgroups that are not directly related to the PEP, but pertain to the affected area of child welfare policy and procedure, will be considered by DCFS
- Workgroups are flexible -- local agency staff can be involved on a workgroup without being part of the committee

Prioritizing Changes

➢ The program/ technical team evaluates the application/ incident database on an ongoing basis

➢ Recommend changes based on input from counties

➢ The help desk provides input re: incidents or enhancements called in by more than one worker and/or county

➢ For each release the Incident data base is carefully reviewed by Beth Wydeven and Steve McDowell

➢ All comments are carefully considered

➢ Enhancements and incidents are chosen to be in the release based on what will benefit the most users

➢ Law changes, statute changes, reports issues, BPP policies etc. can drive priorities
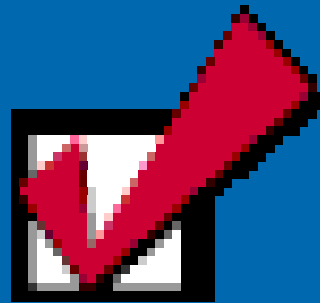
Statistics

➢ To date, state and county partners have:

- identified and fixed 2,300 bugs
- added 1,000 quality improvement enhancements
- added major functionality through 25 change orders

Master Defect list (MDL)

➤ Identified changes make it onto our Master Defect List. (MDL)

➤ List is used to track the changes throughout their life-cycle.

➤ Assess impact and determine the integration strategy into the application.

➤ Design documents are updated and the resulting documentation is passed onto the developer/programmers for coding.

➤ The developers make the requested code changes, and Unit test modified code.

➤ Designers do thorough system testing.

➤ State eWiSACWIS project team members do the final Acceptance testing.

Master Defect list (MDL) (cont.)

➤ Related regression testing scripts are run.

➤ The incident is then marked as Resolved – awaiting build.

➤ A pre-release meeting is held.

➤ An RMS change is used to track the tasks for the production migration.

➤ Releases occur over a weekend and are given one last verification prior to be 'released' to the user community on a Monday morning.

Number of Open Incidents

- Critical = 0

- Serious = 2

- Moderate = 194

- Minor = 88

- Enhancements = 1,143

Upcoming Release Dates

➢ September 23, 2005

➢ December 16, 2005

➢ March 24, 2006

➢ June 23, 2006

Design Schedule

- September release (March 15 requirements needed so estimate can be done and design can start in April)

- December release (June 15 requirements needed so design can start in July)

- March Release (September 15 requirements needed so design can start in October)

- June Release (December 15 requirements needed so design can start in January)

Incident Fixes and Enhancements for 2.0:

6521- The "by availability" search has been enhanced to use the following equation:
(Total Bed Capacity - Open Placements - Bed Reservation = Availability)

6744 - "Not Approving" a foster home license will cause the template to be "frozen" and no longer editable.

7321 - The Pending Checks report will show all appropriate providers for production runs.

7585 - The Safety Analysis and Plan (CFS-2074) will reflect the name of the worker who created the document after approval regardless of how the document is viewed. The effective date will default to current date and will be frozen after the supervisor has approved it.

7645 - Payment adjustments for RCC / Group Home payments will appear correctly.

7727 - Exceptional amounts from Rate Settings will be populated the placement window as appropriate.

7799 - The Word 2003 File Menu will be disabled when launching a eWiSACWIS Template.

6286 - Spell check will no longer result in sporadic Visual Basic errors in Word.

127 - When completing the Referral to Out of Home Characteristics and Needs form the family name will populate as the parent's last name.

3808 - On the services tab of a home provider the license agency field is now restricted to 40 characters. Fatal application errors will no longer result.

7030 - When Parent 1 is deactivated or removed, the system will now display a validation error requesting a Parent 1 role be selected.

7340 - A Fatal application error will no longer occur when a PS report is switched to a Service intake and a screening decision made.

7724 - If an intake is created through the CIA (Common Intake Agent) the values of AV and AM will correctly display on the Assessment (allegation tab) when an assessment is created.

7766 - Pending Family Assessments are no longer editable when opened from Utilities Search.

7783 - If a pre-adoptive case is merged back into the original CPS family case the child can again be deactivated for "Reason of TPR" where appropriate.

7802 - The Date and Time Report was Received field is now a required field on the PS Report.

7965 - Medical profiles, in-home services and payment information cannot be modified via search.

3794 - The Private / Provider field on the Maintain Case Plan Item pop-up page will now display both the last and first name of the provider.

4104 - A deselected Date Restriction will allow the placement icon to be correctly displayed under case and participant views.
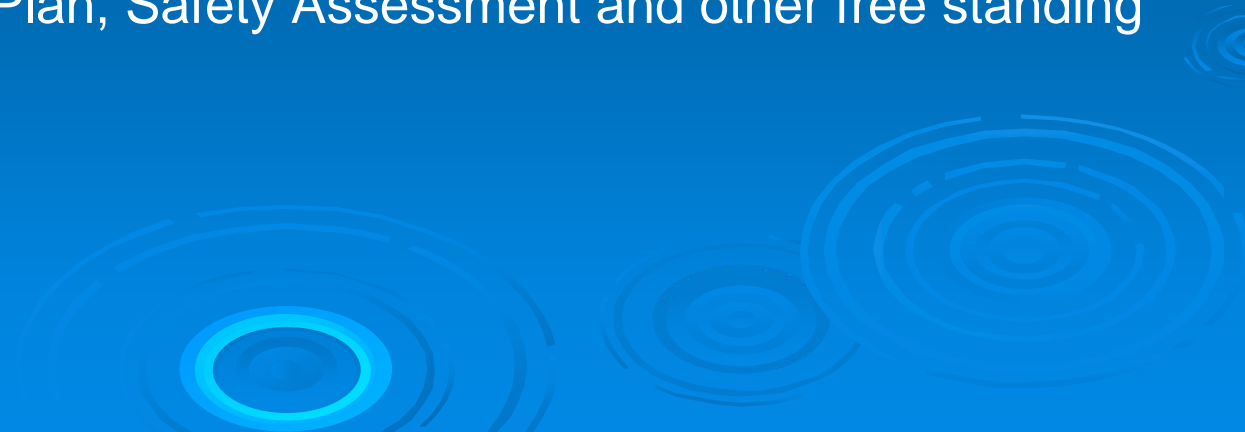
4429 - When launching the Notification pop-up from the Provider tab of the Out-of-Home Placement page, the provider's name will now be correctly displayed on the pop-up.

6119 - The third number in the FEIN will now be displayed via Search.

6297 - Large trust account deposits can now be saved without error.

6736 - Spell check functions correctly even if text on the second line of a user entered field within a table is misspelled. This fix affects multiple documents - Perm Plan, Safety Assessment and other free standing forms.

7083 - Notice of Child Maltreatment Determination and Right to Appeal (Rights to Hearing Notice) - CFS-2328/CFS-2180 will now save the supervisor's name and title correctly.

7434 - Previous Case Plans will no longer take on the date of the most recent plan after it is saved.

7652 - The case closure batch will no longer look at collaterals on Pre-Adoptive cases.

7636 - The Close button will now be visible on the Utilities Search page when the screen resolution is set to 800X600.

6600 - Previously documented biological relationships will now be automatically retrieved and populated when participants are selected for a new intake or case. Modification of the populated relationship will be allowed.

7228 - Supervisor's can now view AFCARS exceptions if they are not assigned to the case.

7841 - The following templates will be removed from the application:
    CFS-2249-71 Permanency Plan Review
    CFS-2249-25W Permanency Plan- TPR/Guardianship
    CFS-2249-23W Administrative Review

1133 - Maintain > Services. Types will be filtered based on whether the In Home or Out of Home checkbox is selected.

5603 - The integrity of the temporary document (used by eWiSACWIS to launch templates) will be checked each time the application is accessed. If the document is corrupted, it will automatically be replaced with the correct document. This fix will allow Word to automatically "maximize" when a template is opened and will also ensure the "Close All and Return to eWiSACWIS" button is available.

6762 - Placement dates on the Eligibility window will reflect the actual placement date, not the creation date.

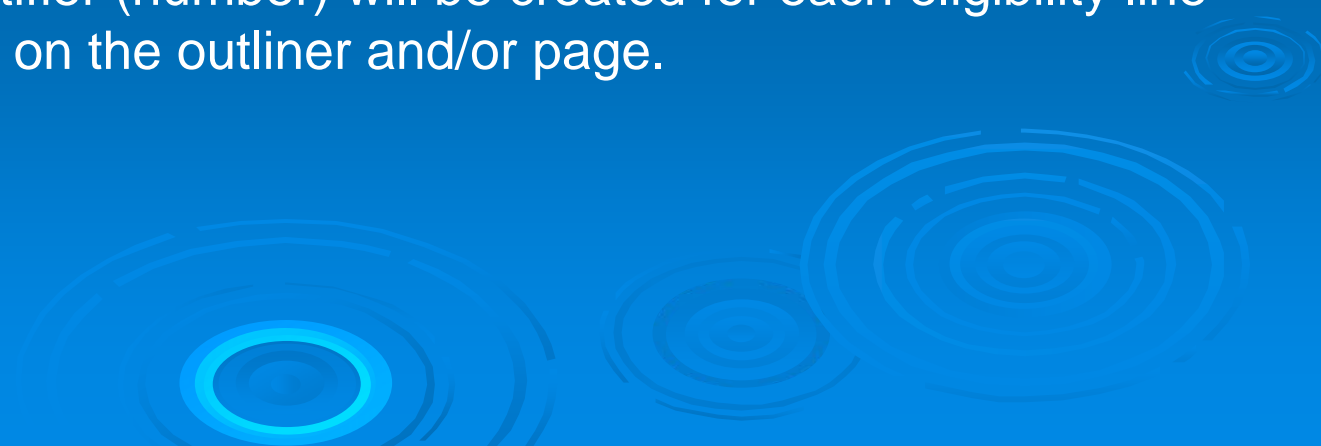6937 - The spending limit field on all service types can no longer be modified

6978 - The system will now prevent deactivation for reason of TPR where the case type is equal to ICPC.

7059 - A new Deactivation "Reason" reference value of: "TPR-Transfer to Private Agency" has been added to the Participant Status page Participant Status group box.

7380 - Ethnicity and Race Dropdowns on Person Management will be synchronized to remove duplicated values.

7943 - AFA changes - The Provider Phone number will be user entered. The Child Force section will pre-fill with children in placement.

7690 - A unique identifier (number) will be created for each eligibility line and will be displayed on the outliner and/or page.

6911 - "Additional Criteria" will no longer be pre-filled when searching for a provider.

7483 - Data transmission to KIDS/DWD from eWiSACWIS will now also include:
- 1- Worker's First Name, Middle Initial, Last Name.
- 2- Race
- 3- Father's Paternity Status

7512 - FM0105- Payment Reconciliation Report will be modified to include check date versus the payment begin and payment end date. Report will be renamed to: Check Reconciliation Report"

4353 - Private Providers will now follow the same naming and searching conventions as Home providers. The new fields will include: "Last Name/Agency Name" and "First Name".

New Templates and Standardizations for 2.0:

7585 - Safety Analysis and Plan
Changed pre-filling issues related to date field.
3794 - Case Plan-Will now display both first and last name(s) of provider.
7575 -Adoption Family Assessment
Corrected pre-filling bug with provider phone number.
7583 - Out of Home Safety Plan
Changed pre-filling issues related to date field.
2378 - CFS-2266-54W Delinquency Risk Assessment and Progress Summary
The scores will now be user entered instead of being a drop down for each statement/question but the template will now automatically tabulate the total score(s) for the worker. Minor formatting changes also made.
1886 - Legal Document Consent to Adoption
Formatting changes- no text changes made.

427 - Receipt for Medical Records Template
Text and formatting changes.

7602 - Delinquency Risk Assessment and Progress Summary
The scores will now be user entered instead of being a drop down for each statement/question but the template will now automatically tabulate the total score(s) for the worker.

7578 - Financial Assessment Referral CFS-2123
Pre-filling bug related to question #4 corrected. No text changes.

7579 - Foster care rate setting results
Pre-filling bug related to provider's address corrected. No text changes.

7580 - Kinship Care Long Term Agreement-Text changes to comply with s. 48.57(3n) (am) 6.

7582 - Medical/School Authorization Letter
Formatting changes.

7586 - Report of Adoption Investigation
Text, pre-filling and formatting issues.

7610 - BMCW PILOT - Guardian Family Assessment
New

7611 - BMCW PILOT - Guardian Subsidy Agreement
New

7612 - SG Changes - Court Report for Transfer of Legal Guard-Text
and formatting changes. As this template has the copy over feature,
copy over for templates created prior to the June 2005 release will not be
available for copy over but will still be able to be viewed.

7613 - Permanency Plan Review
-New